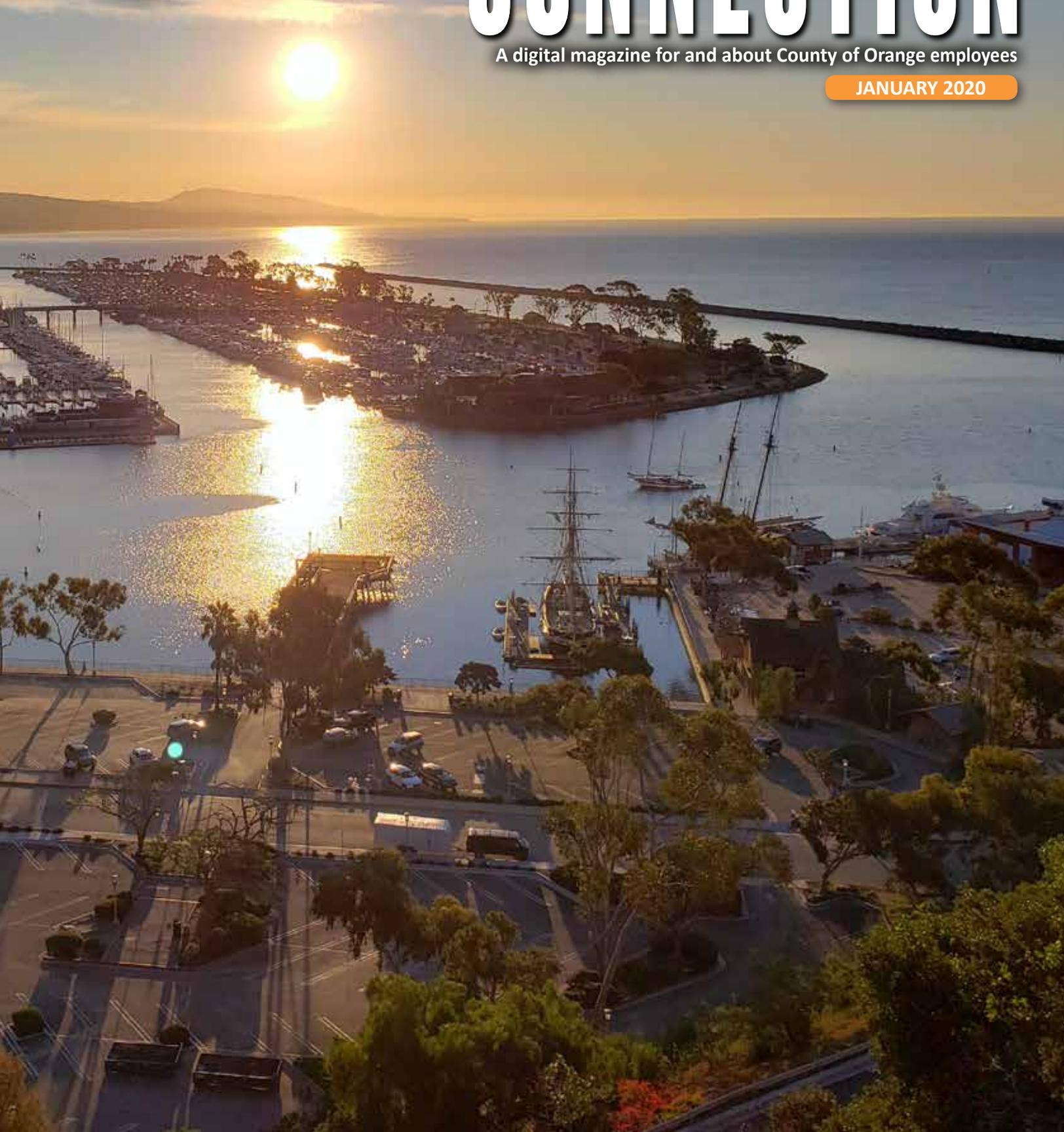




# C O U N T Y C O N N E C T I O N

A digital magazine for and about County of Orange employees

JANUARY 2020



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COVER PHOTO - A view of Dana Point from the top of the cliff by Mike Cummings of OCIT.

# FRANKLY SPEAKING

a message from CEO Frank Kim



**FRANK KIM**

The saying goes, “New year, new you,” but I think it should be “a better you” instead. The County has many opportunities for you to pursue a better version of you, from health to education.

The Employee Wellness Center is set to open next month, featuring a Meditation (Quiet) Room where employees may schedule time to meditate, pray, practice one's breathing, and/or use a virtual reality headset to find one's peace. Employees can also schedule appointments with the County of Orange Health Coach or schedule time in the Telehealth Room to privately connect with a professional to seek medical services or telephonic wellness coaching. In the future, the Flexible Programming Space will host virtual fitness classes, wellness activities, and lunch and learn events to promote wellness.

The center will officially open in February. Please check with your supervisor about visiting the Employee Wellness Center in the future.

Employees also have access to our University Partnership Program, where they can earn certificates and degrees with discounts of up to 25 percent. Fifteen private and public universities participate in the program. To find out more, visit the [UPP intranet site](#).

Another way we can all better ourselves is taking time to have fun. This month, County Connection has a new feature: The Slice. Turn to [Page 27](#) to see the quarterly calendar that highlights the less serious, but just as important, events happening around the County.

Victoria Lopez, the subject of the January Employee Profile, shares her passion for assisting colleagues in completing their work. Find out more about her on [Page 4](#).

I would like to congratulate Fifth District Supervisor Lisa Bartlett, who has been selected as the President for the California State Association of Counties. On [Page 6](#), you'll see how her hard work has led her to becoming the first Supervisor from Orange County to be the organization's president in 70 years.

Finally, I hope you'll join me on a Fitness with Frank hike this year so we can become better together.

A handwritten signature in white ink that reads "Frank Kim". The signature is stylized and fluid, written in a cursive-like font. It is positioned in the lower right quadrant of the page, above the footer area.



# VICTORIA LOPEZ

**JOB TITLE:**  
Staff Development Specialist

**YEARS WITH  
THE COUNTY:**  
4

**DEPARTMENT:**  
OC Community Resources

**BEST PART OF YOUR JOB:**  
The satisfaction of making people more confident and comfortable in their job.

**PLEASE SEND PROFILE SUBJECTS  
FOR COUNTY CONNECTION!**

Do you know someone who would make a good employee profile? We're looking for staff-level employees who love their job and carry the flag with enthusiasm both for their agency and the County as a whole.

Send submissions to [jamie.cargo@ocgov.com](mailto:jamie.cargo@ocgov.com).

Each day, Victoria Lopez sets the same goal for herself: Help at least three people.

She easily accomplishes her goal as she answers emails and phone calls from colleagues, ensuring they feel supported as they pursue their career goals, whether it's completing training or having a question about a procedure.

"I hate to not be there for folks," she explains. "When we work all together, we get the job done. I don't want to be the missing link."

Victoria joined the county in August 2015 as an Accounting Specialist in the Probation Department. While she had earned her bachelor's degree in accounting from La Sierra University in Riverside, she also wanted to be a teacher.

She blended the two in creating a resource manual for Accounting Specialist new hires at Probation. Employees could take the manual along to field offices to reference information they may be unsure of and ask for clarification later if necessary. The department still uses that manual.

After that she took a three-day course, STC instructor, and became the trainer for the entire Financial Support/cashiering department.

"My training style isn't cookie cutter," Victoria says. "I like to adapt to how each person learns."

She attributes her work with Rio Aquatics in Tustin, which works with the Special Olympics, for developing her style, saying she learned a lot from all the athletes she worked with. Her college friends, whose abilities to speak English ran that full gamut, also taught her to hear what a person is trying to say, rather than focus solely on what sounds come out of their mouths.

Her combination of skills led her to become a staff assistant at OC Public Works, where she coordinated everything from parking to interns to volunteers. She also served as the training partner administrator, working with Learning and Organizational Development in Human Resource Services. She was part of the Employee Preparation Program, helping folks who might not have the best employment record gain valuable job experience. She also worked on two open house events for administrative services and job fairs for both employees and interns in partnership with HRS. She was recognized with two nominations for a director's award, winning one for teamwork.

Victoria promoted working for OC Public Works, and the County in general, at various OC Community Resource events, such as the Concerts and Movies in the Park series, where she got to know more of her County colleagues. Those relationships lead her to a staff development specialist position at OCCR, where she serves as the Eureka administrator for all 1,100 employees.

"I'm thankful for Public Works teaching me flexibility and time management because there I helped 927 employees. At OCCR it's only a few more," she laughs.

She's proud that OCCR took first place in the Eureka badges competition. She created a page on the training and staff development intranet site to provide suggestions, frequently asked questions and a way for employees to request future training courses. She also includes photos of employees holding up their certifications, which encourages others to participate.



She also develops training courses, such as the Injury and Illness Prevention Program for managers along with the safety specialist, and one on a process for creating cash receipts that the OC Community Resources programs that collect money – from OC Public Libraries to OC Animal Care – can use. Her hope is that all County departments will be able to use it in training their employees on creating cash receipts.

She also helps in team building exercises, has helped planned employee recognition events, the department's Thanksgiving event, and Lunch and Learn events where universities explain how employees can further their careers, including getting advanced college degrees.

Even outside of work, Victoria is a cheerleader for the County. "I love that we offer so much!" she says. "For instance, when I came to OCCR, I saw all the services offered to veterans and I wished more people knew they existed."

Victoria finds a lot of inspiration from her mother. "She always says, 'Treat everyone like they will be your boss someday,'" she says, adding that her mother also says, "I'm going to train you so well you'll replace me." Both sentiments make those she interacts with feel heard and less like a number to manage.

Recently married to her best friend, she says she and her husband love to travel, having gotten engaged in Thailand.

"We love learning about other cultures, trying new foods and studying the local languages to better understand the places we visit," she says.

# OC BOARD OF SUPERVISORS CHAIRWOMAN LISA BARTLETT BECOMES FIRST CALIFORNIA STATE ASSOCIATION OF COUNTIES PRESIDENT FROM ORANGE COUNTY IN OVER 70 YEARS

Orange County Board of Supervisors Chairwoman Lisa Bartlett, Fifth District, was unanimously elected by her California county supervisor peers to serve as President of the California State Association of Counties (CSAC) at the Annual Conference in San Francisco.

CSAC, which celebrated its 125th anniversary at the early December conference, represents the state's 58 counties while working with the California Legislature, administrative agencies and the federal government. The organization strives to educate the public about the value and need for county programs and services.

"I am truly humbled and honored to serve as the 2020 CSAC President," said Chairwoman Lisa Bartlett. "I, along with my fellow officers, want to create an atmosphere where not only our constituents understand our role, but also where we can work with our local, state and federal governments to advance some of the critical issues every county is facing like homelessness, mental health services, court security and much more."

Chairwoman Bartlett has had multiple roles in the CSAC for the past two years. She was the leader of the Urban Caucus, the Second Vice President in 2018, and the First Vice President in 2019. Through her hard work and commitment to the organization and 58 counties, she has become the 2020 CSAC President.

"The County of Orange has not had someone serve as President of CSAC for 70 years and we are so happy to have Chairwoman Bartlett represent our County," said Vice Chair Michelle Steel, Second District.

As part of her presidency, Chairwoman Bartlett will launch her "Driven to Serve" campaign to educate the governor, legislators and other stakeholders about county governance and the important, critical work county supervisors do. The campaign will showcase the vital work that counties do each day and will allow counties to tell their stories clearly, concisely and effectively.

"I would like to congratulate Chairwoman Bartlett for being elected President of the California State Association of Counties," said Supervisor Andrew Do, First District. "As the third largest county in California, and the sixth largest in the country, Orange County's participation in CSAC will emphasize the need and value of county programs and services for all our residents."

Part of Chairwoman Bartlett's plan is building deeper relationships between the urban, suburban and rural caucuses to find common ground, enabling counties to work together as a cohesive team. To start that initiative, Chairwoman Bartlett and First-Vice President James Gore will be attending the Rural County Representatives of California installation ceremony next month.

"I wish Chairwoman Bartlett a warm congratulations on this immense accomplishment," said Supervisor Donald Wagner, Third District. "Chairwoman Bartlett is qualified to serve on behalf of 58 counties, and I am confident her efforts will improve the quality of life for all whom she is privileged to represent."

Chairwoman Bartlett hopes to move CSAC toward a strong focus on the representative supervisors, relying on their leadership and on-the-ground expertise to address the concerns that stretch across county borders.

"I was privileged to be able to attend Chairwoman Bartlett's swearing-in ceremony at the annual CSAC conference," said Supervisor Doug Chaffee, Fourth District. "The Orange Board of Supervisors and I are proud of Chairwoman Bartlett and know first-hand that she will do amazing things as the 2020 CSAC President."

Chairwoman Bartlett will be working closely with all 58 counties to ensure that the many services counties provide for their constituents are carried out and protected.

For more information on CSAC, visit [CSAC's website](#).



OC Board of Supervisors Chairwoman Lisa Bartlett, Fifth District, addresses the California State Association of Counties during its annual conference.

**EBOOKS  
EAUDIOBOOKS**



**...ALL AT YOUR FINGERTIPS**

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**ECARDS  
HAVE  
ARRIVED!**



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TO A WORLD OF  
ONLINE RESOURCES!**

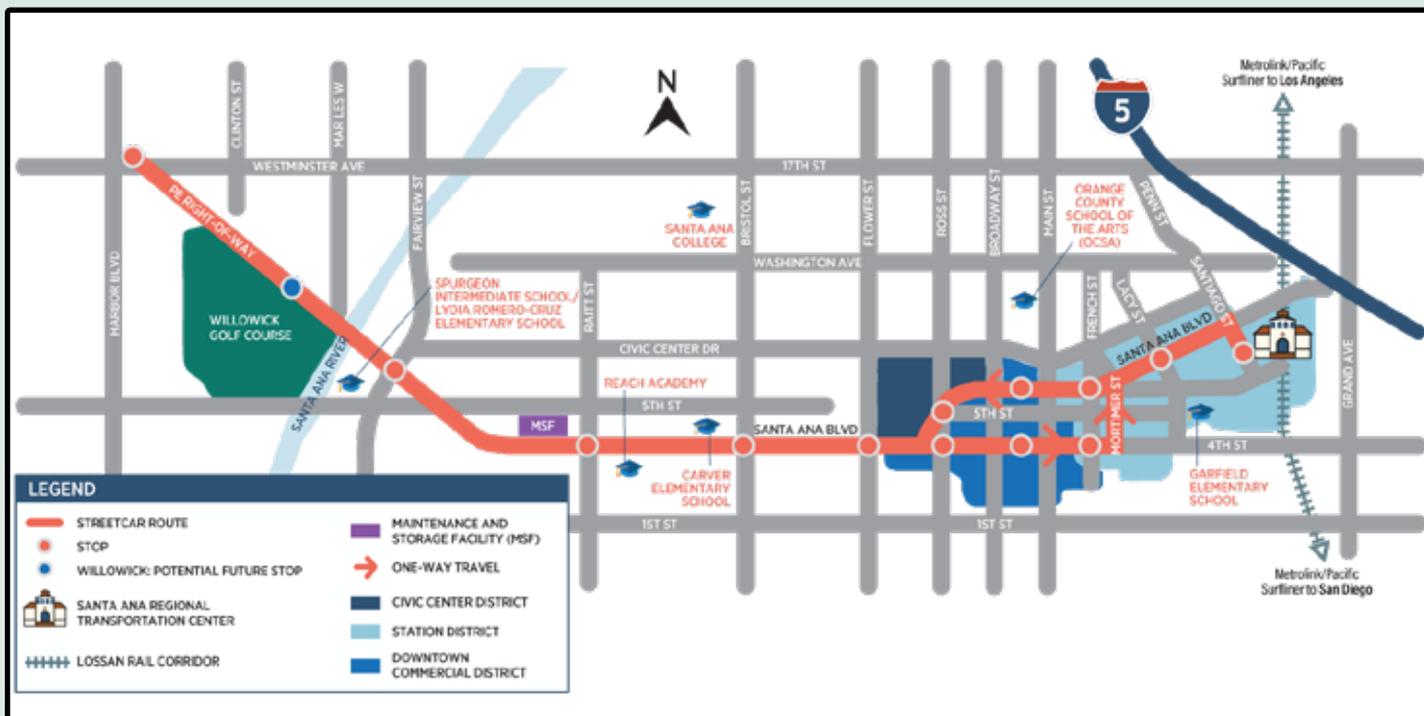
**APPLY AT OCPL.ORG**

Full service library cards may be applied  
for at any OC Public Libraries branch

January 2020

# SANTA ANA BOULEVARD LANES CLOSED FOR STREET CAR CONSTRUCTION

The OC Streetcar project conducted by Orange County Transportation Authority is under construction and will impact Santa Ana Boulevard as certain lanes will be closed during the construction period which is anticipated to be completed in 2022. The #OCStreetcar will connect to Metrolink and Amtrak trains once complete in 2022. The 4.15-mile streetcar route will connect Harbor Boulevard and Westminster Avenue, a future transit hub, to the Santa Ana Regional Transportation Center.



You may also get construction updates at the following:

Website: [OCstreetcar.com](https://www.ocstreetcar.com)

Facebook: [Facebook.com/OCstreetcar](https://www.facebook.com/OCstreetcar)

Twitter: [@ocstreetcar](https://twitter.com/ocstreetcar)

Download the OC Street Car app:



[Click here to download the app through Google Play](#)



[Click here to download the app through the App Store](#)

County of Orange employees should follow all posted traffic signage, drive with caution and prepare for detours in and around the Civic Center.

# OC PUBLIC LIBRARIES PRESENTS

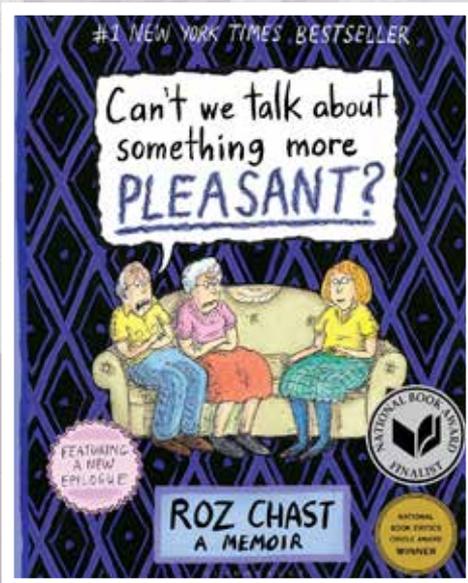


Meet National Endowment  
for the Arts Author:

## ROZ CHAST

Bowers Museum  
Thursday  
**February 6, 2020**  
6:30pm

This is a ticketed event, please  
visit your local OC Public Libraries  
branch or Bowers Museum for  
complimentary admission ticket.



Books will be available  
for purchase at the event.

### BOWERS MUSEUM

2002 N. Main Street  
Santa Ana, CA 92706

For more information: 714-566-3065



NEA BIG READ IS A PROGRAM OF THE NATIONAL  
ENDOWMENT FOR THE ARTS IN PARTNERSHIP  
WITH ARTS MIDWEST



Orange County, CA  
**Public Libraries**  
Open Doors. Free Access. Community.  
January 2020

## Million Steps Challenge

We have just wrapped up our final month of Million Steps Challenge and we are absolutely amazed at the number of steps our employees are taking.

In 2019, over 850 employees actively participated in the challenge and they (you!) walked a combined total of over 1,574,683,085 steps, which is equal to over 745,589 collective miles. This is incredible.

In addition, over 570 employees have reached or surpassed 1 million steps, over 330 employees have surpassed 2 million steps, over 130 employees have surpassed 3 million steps and over 40 employees have surpassed 4 million steps. Congratulations to all our 1-, 2-, 3- and 4-million step employees.

### Opportunity Drawing Winners

The opportunity drawing winners for December are:

- Diana Banzet - CEO/Human Resource Services
- Samuel Chavez - Flood Control District
- Marguerite Grise - Sheriff Coroner
- Nestor Hernandez - Social Services Agency
- Betty Lopez - Community Resources
- Alan Marr - Health Care Agency
- Mavy Ornelas - Social Services Agency
- Timothy Sigafos - Health Care Agency
- Scott Suzuki - Sheriff Coroner
- Nicholas Valk - Public Defender

Each winner received a wellness-related prize courtesy of our County health plans.

Thank you to all who participated in the Million Steps Challenge; we hope you enjoyed it over the last two years. As we move into 2020, we're excited to be launching a brand-new challenge. We won't tell you exactly what it is, but we will tell you that it'll give you a whole new outlook on "a million." Keep an eye out for details that will be sent via global email and to your email address that you have on file with StayWell.

### Goal Getters

The following employees have recently reached 1-, 3- and 4-million steps and have agreed to have their names published in County Connection:

#### OUR LATEST 1 MILLION GOAL GETTERS

- Carla Bell - Sheriff Coroner
- Paula Villareal - Social Services Agency
- Andrea Jessie - Superior Courts
- Mavy Ornelas - Social Services Agency

#### OUR LATEST 3 MILLION GOAL GETTERS

- Martha Schlegel - Health Care Agency
- Hiren Patel - OCIT
- Francelli Navarrete - Social Services Agency
- Cindy Stone - Social Services Agency

#### OUR LATEST 4 MILLION GOAL GETTERS

- Ramiro Espinoza - Child Support Services

Congratulations to our 1-, 3- and 4- million-step achievers!



# PROCUREMENT POINTERS

## PICK OC GIVES SMALL BUSINESSES ADVANTAGE IN BIDDING PROCESS

In addition to all the new state and federal laws that went into effect on January 1, the County Procurement Office also implemented the Orange County Local Small Business (OCLSB) Preference Policy.

OCLSBs that meet the specified criteria can sign up for free for the PICK|OC preferred vendor program, which gives those businesses a score boost of an extra 5 percent in County issued Requests for Proposal (RFPs) and opportunities to price match in Invitations for Bid (IFBs).

The new policy aims to create more jobs by supporting the local economy and keeping tax dollars in Orange County.

The new preference policy won't apply where prohibited by law or regulation, including, but not limited to specific state or federally funded projects, cooperative contracts, sole source contracts and emergencies as defined in the County Procurement Manual.

For more details, please visit <http://olb.ocgov.com/business/oclsb>



### LOCAL BUSINESS QUALIFICATION REQUIREMENTS:

- Maintains their principal center of operations (i.e., headquarters) within Orange County; and
- Has a business address located in the County that is not a post office box; and
- Is shown to have a valid business license or certificate of occupancy issued by the County of Orange or by an Orange County city or other documentation acceptable to the County.

### SMALL BUSINESS QUALIFICATION REQUIREMENTS:

- Be independently owned and operated
- Not dominant in field of operation
- Principal office located in Orange County
- Owners (officers, if a corporation) domiciled in California
- A business with 100 or fewer employees; an average annual gross receipts of \$14 million or less, over the last three tax years
- Certified by the State of California

For other County procurement information, feel free to visit the County Procurement Office intranet site: <http://intra2k3.ocgov.com/procurement/>



# AROUND THE COUNTY

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## 2018-19 Comprehensive Annual Financial Report

The Orange County Auditor-Controller recently released the 2018-19 Comprehensive Annual Financial Report (CAFR). The CAFR is the audited financial statement for the County's prior fiscal year. It is designed to fairly present the current financial position as well as any changes in the financial position of the County. To view this year's CAFR, please click [here](#).

Every year the Auditor-Controller releases the CAFR for the prior fiscal year ending June 30. The document is prepared in accordance with Sections 25250 and 25253 of the Government Code of the State of California, and must be released no later than December 31. An outside auditing firm, Eide Bailly, LLP, is retained to audit the report. The Auditor-Controller Financial Reporting Unit works tirelessly to ensure the report is not only on time, but is of the highest quality. Last year's report received the GFOA (Government Finance Officers Association) Certificate of Achievement for Excellence in Financial Reporting. This award is a prestigious national award recognizing excellence in State and local government financial reporting.

Each year, the CAFR highlights one of Orange County's agencies through a representative photograph on the cover of the report. This year's report highlights OC Waste & Recycling. The theme will be carried over into the CAFR's accompanying Citizen Report, also known as the Popular Annual Financial Report (PAFR) which will be available to the public the first week of January 2020.

In addition to the CAFR, the Auditor-Controller's Office has three Satellite units at John Wayne Airport, OC Community Resources and OC Waste & Recycling with teams also working tirelessly to produce stand-alone financial statements. These statements are also audited by the outside auditing firm Eide Bailly LLP. The statements give an accurate financial picture of those agencies individual finances for the County's two Enterprise Funds, John Wayne Airport and OC Waste & Recycling, as well as for the County's Redevelopment Successor Agency, a Private-Purpose Trust Fund. To view the stand-alone Financial Statements, please click [here](#).



The OC Community Resources Accounting Unit, from left Senior Accountant Fatima Son, Accounting Manager Bill Malohn and Administration Manager I Yolanda Razo, are part of a satellite unit.



The Financial Reporting Unit, left to right, top row JC Squires, Joanna Kim, Megan Vu, Karen Trinh and Bertalicia Tapia, and left to right bottom row Cici Cai, Irene Nguyen, Susan Munoz, Victoria Lim and Anika Danh, make sure the Comprehensive Annual Financial Report is produced on time and is of high quality.



Members of the John Wayne Airport (JWA) accounting team who prepared JWA's FY 18-19 financial statements are from left Thao Tran, Jessie Zhu, Vivian Canton, Katherine Buranday and Naomi Nakamura.



OC Waste and Recycling Accounting, from left, Senior Accountant Emily Georgiades, Accounting Section Manager Emily Lin and Senior Accountant Matthew Daniels, are part of a satellite unit.

# HEALTHCARE AGENCY

## Celebrating 7 Years of Healthier Together

The Orange County Health Improvement Partnership (HIP) recently celebrated its accomplishments over the past seven years in support of Orange County's Healthier Together initiative.

The HIP first convened in late 2012 when the OC Health Care Agency's Public Health Services team formed an ad-hoc planning group to assess Orange County's health and create a community-driven plan for a healthier OC. Today, the HIP is composed of 56 members representing more than 40 organizations including hospitals, universities, local nonprofits, community health centers and others.

In 2014, the HIP completed its first community health assessment and published the first OC Health Improvement Plan with four priority areas for improving health: 1) Infant and Child Health; 2) Older Adult Health; 3) Obesity and Diabetes; and 4) Behavioral Health. When the HIP updated its plan in 2017, three new areas of interest were added: 1) Access to Health Care; 2) Oral Health; and 3) Social Determinants of Health.

The HIP and its various work groups have worked tirelessly to implement strategies identified in the plan and ultimately, to improve health for all in Orange County. Accomplishments have included



bringing \$4 million in federal funding to OC through the OC Partnership to Improve Community Health grant, increasing the proportion of Medicare recipients receiving annual wellness visits, and helping to increase the number of schools at highest risk for obesity in implementing policies to reduce obesity.

"We are so proud of the accomplishments of the HIP and look forward to many more years of good work with our community partners," said David Souleles, Public Health Services Deputy Agency Director and co-chairman of the HIP.

The HIP's 2020-22 Orange County Health Improvement Plan is coming soon.

For more on HIP's accomplishments visit our website at [www.ochealthiertogether.org/ochip](http://www.ochealthiertogether.org/ochip).

# JOHN WAYNE AIRPORT

## New Exhibit at John Wayne Airport Inspires Guests Through Art, History and Culture

John Wayne Airport is pleased to share the story of Casa Romantica Cultural Center and Gardens, an award-winning center for arts and culture, now featured in the JWA Orange County: Destination Art & Culture exhibit through June 2020. Take a stroll through the pedestrian walkway, connecting Riley Terminals B and C (pre-security) to view the art, history and culture of one of Orange County's most unique landmarks.

The exhibit features Casa Romantica's original commissioned works and site adaptations in the visual and performing arts that highlight its location perched atop a bluff overlooking the Pacific Ocean, in the historic Spanish Colonial Revival home of San Clemente founder Ole Hanson.

Guests traveling through the Airport can view the exhibit on the upper level of the Thomas F. Riley Terminal before security screening. To learn more about JWA's Art Programs, visit [www.ocair.com/terminal/artexhibits](http://www.ocair.com/terminal/artexhibits).



## Merry Moments Campaign Brings Holiday Cheer to John Wayne Airport Guests

Guests traveling through John Wayne Airport (JWA) from December 13-24 were greeted with seasonal surprises and delights through an interactive and engaging “**Merry Moments**” campaign designed to promote existing and future airport tenants, add seasonal ambiance and bring holiday cheer to travelers.

Components of the Merry Moments fun included:

- **Have We Got a Gift for You** – Guests who spent \$10 or more at airport stores or restaurants received complimentary pre-packaged airport surprises.
- **The Post with the Most** – Guests were encouraged to share their creative social media post(s) of all things holiday at JWA from selfies at the holiday tree to cheer with a holiday Starbucks cup; then show their post at the Merry Moments Redemption Booth to redeem for a fun giveaway.
- **A Special Spin on Things** – A fun pop-up Merry Moments wheel traveled throughout the Terminal, encouraging guests to take a spin and win surprise gifts from JWA retailers, restaurants, rental car companies and more.

Guests were also invited to join in the holiday spirit by sharing their talent on the JWA **Play Me!** Piano located post-security between Terminals A/B or enjoy holiday performances by **JWA Live** musicians, carolers, and Orange County high school bands and choirs. To learn more about John Wayne Airport, visit [www.ocair.com](http://www.ocair.com).



Merry Moments staff Warren and Kay welcome guests who were ready to redeem their receipts for fun holiday-themed airport surprises.



Victoria and Damien invite guests to take a spin on the Merry Moments wheel to win fun prizes.



A young John Wayne Airport traveler is ready to spin the Merry Moments wheel.

## ***Dana Point Library Celebrates New Drought Tolerant Landscaping***

On December 12, the Dana Point Library celebrated a brand-new drought-tolerant landscaping project that now elevates the library's grounds and welcomes visitors every day. The landscaping features native foliage that complements the building's earth tones. The project was made possible by the Friends of the Dana Point Library. During the celebration, members of the community enjoyed refreshments, a balloon artist and crafts, and had the opportunity to learn about drought tolerant plants by potting their own succulent. Sergio Prince, representative from Chairwoman and Fifth District Supervisor Lisa Bartlett's office, welcomed event attendees along with Dana Point Councilmember Paul Wyatt and President of the Friends of the Dana Point Library Lisa Buchner.



*Community members learn about drought-tolerant gardening while making their own pots for their succulents.*



*New drought-tolerant landscaping surrounds the Dana Point Library thanks to the support of the Friends of the Dana Point Library.*



*From left, Dana Point Councilman Paul Wyatt; Acting County Librarian Sherry Toth; Representative for OC Board of Supervisors Chairwoman Lisa Bartlett, Sergio Prince; Branch Manager Laura Blasingham; and President of the Friends of the Dana Point Library Lisa Buchner celebrate the new landscaping at the Dana Point Library.*

## ***eCards Have Arrived at OC Public Libraries***

As of December 17, users will be able to apply for an eCard online with OC Public Libraries. By applying for an eCard at [ocpl.org](http://ocpl.org), library card holders will receive instant access to a world of online resources, which include eBooks and eAudiobooks. This new service aims to provide greater access to library resources and make signing up for a card fast and easy. OC Public Libraries eCard holders will have immediate access to over 40,000 eBooks and over 29,000 eAudiobooks — perfect for enjoying while on work commutes, in the waiting room, during lunch breaks, or even on vacations and weekend trips. Those who wish to have full-service library cards can simply visit any of the 32 branches and convert their eCard into a full-service card.

# OC WASTE & RECYCLING

## How to Recycle Right Going into the New Year

The holidays have come and gone and many feel like they are in a “holi-daze” after all the commotion. This often leaves people with the looming question of “what now?” To help alleviate some of the post-holiday stress, OC Waste & Recycling has some suggestions on how to recycle right and dispose of common holiday items no longer needed.

Ready to get that tree out of your house before it becomes a fire hazard? Contact your local [hauler](#) for information on tree pickup.

Need to get rid of old electronics to make way for the new ones? You can take those to one of OC’s four FREE [Household Hazardous Waste Collection Centers](#).

Did you make a New Year’s resolution to get in shape, but the leftovers are causing too much temptation? [Here](#) are some healthy tips from the Food Network on how to use your holiday leftovers.

We hope you had a great holiday and encourage you to Recycle Right this new year!



## SSA's FaCT Platform wins OCBC Public-Private Partnership Award



Christine Snapper, Director of Family Self-Sufficiency & Adult Services Division, Anne Bloxom, Director of Children & Family Services Division, Laura Turtzer, Public Information Officer, Ericka Danczak, then-Administrative Manager II in Children & Family Services Division, and Ken Santini, Deputy Director of Children & Family Services Division, Planning & Permanency Services, pose with their award.

On November 21, the Orange County Business Council's (OCBC) Ninth Annual Turning Red Tape into Red Carpet Awards committee honored SSA in the Public-Private Partnership category. The award recognizes the specialized services and support offered through the Families and Communities Together (FaCT) platform. This is the first time SSA has received this prestigious award.

Realizing the linkage between poverty and child maltreatment through studies, SSA implemented specialized programs through its FaCT platform to provide end-to-end solutions that help at-risk families from 15 Family Resource Centers (FRCs) in communities with the greatest social and economic challenges. FaCT specialized services address child abuse prevention through family strengthening work. In Fiscal Year 2017-18, FaCT served more than 6,000 families, representing nearly 15,000 clients, and expanded their resources to an additional 2,217 clients from January 2014 through December 2018 by integrating core and specialized services as a one-stop provider at the FRCs.

Ericka Danczak, Administrative Manager II, said, "The OCBC award for public-private partnership honors our message that working together to reduce child abuse and neglect by supporting families in their own neighborhoods requires a community approach. By investing in Family Resource Centers, FaCT is able to prevent child abuse through family



The Social Services Agency received an Orange County Business Council award for a Public-Private Partnership.

strengthening services that keep children safely at home rather than them entering foster care."

Since 2010, OCBC has recognized government agencies whose policies and programs cut through red tape to improve economic growth, create jobs and significantly impact communities. This year, OCBC had a record 41 nominees. SSA was awarded by a committee of OCBC members and city management from a pool of eight nominees for its category.

## The Heart of SSA: Core Values in Action

With constant changes in state and federal regulations and continuing program growth, it is imperative Social Services Agency staff remains focused on exemplifying our core values to our clients, colleagues and community partners, in order to extend our mission and vision and service delivery excellence.

As such, in November 2018, the Social Services Agency launched “The Heart of SSA: Core Values in Action,” a 12-month employee-facing campaign approved by SSA leadership and designed to reflect on SSA’s core values to enhance staff engagement and to shine a light on the excellence being pursued and achieved to support the individuals, families and staff SSA serves.

A workgroup formed to represent staff at all levels and in all divisions. Members served as campaign champions for their regional offices/units and had opportunities for increased exposure to leadership and growth; many of the activities they worked on stretched them beyond their comfort zones. The result: 100 percent participation by workgroup members, a change in traditional mindsets and an environment that fostered innovation, compassion and staff engagement.

Each month the workgroup highlighted a single core value and asked staff to consider and discuss what these values meant to them — both as individuals and teams — and how we demonstrate these values in the workplace. The team, using color psychology charts, assigned a specific color to each value and promoted a “color day” each month for staff to dress in and to participate in a group/team/unit/department photo. The workgroup hosted bulletin board competitions, provided monthly prompts for supervisory discussions with staff, developed value videos, offered opportunities to recognize staff for demonstrating the values and more. Midpoint and post-campaign surveys were conducted showing the campaign’s high rate of adoption and effectiveness. Survey respondents indicated they enjoyed the camaraderie, teamwork and fun the shared campaign activities brought to work and their desire to see it continue. Further, SSA core values have been operationalized into our new employee orientations, across agency communications, in employee recognition programs, as part of management performance evaluations and more.

Through this yearlong effort, the most significant takeaway has been that our staff is truly The Heart of SSA.



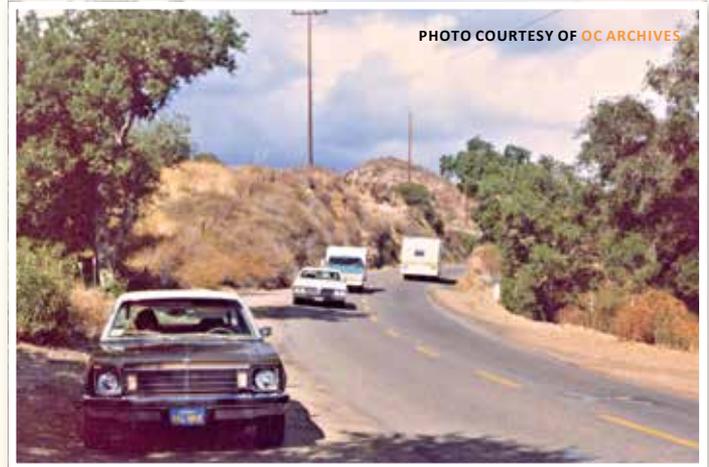
# OC HISTORY

## THE ORTEGA HIGHWAY

by Chris Jepsen



*Orange County Supervisors George Jeffrey, left, and Willard Smith, right, and other local officials inspect progress on the Ortega Highway in 1930*



*The Ortega Highway at Caspers Park, circa 1975*



*Fr. St. John O'Sullivan, Supervisors from Orange and Riverside counties, and other officials at the groundbreaking of the Ortega Highway, May 1, 1929*



*The Orange County Board of Supervisors and other officials inspect the proposed highway route on horseback, mid-1920s*

On May 1, 1929, the pioneer Forster family held a barbeque in San Juan Capistrano, celebrating the groundbreaking for the first section of the scenic Ortega Highway. About 1,000 people attended from Orange, Riverside and Los Angeles counties. A “program of athletic events” and music by the famed Arias Troubadours followed the speechifying. Father St. John O’Sullivan — the priest who’d saved and restored Mission San Juan Capistrano — was on hand to bless the endeavor.

Talk of building a road over the Santa Ana Mountains between San Juan Capistrano and Lake Elsinore had started as early as 1903, and the stage road between Capistrano

and San Juan Hot Springs had been improved in 1913. Other segments of dirt road had also been graded, but promptly washed out.

Increased automobile traffic in the 1920s led to a desire for more and better roads, and by 1922 the idea for an “Elsinore-Capistrano Highway” was revived. The existing route required a long trip all the way around the mountains and through Santa Ana Canyon. A shortcut was in order. Initially, however, elected leaders on both sides of the county line balked at the cost. Then-OC Board of Supervisors Chairman Tom Talbert thought only a one-lane road should be built. Fifth District Supervisor George

Jeffrey — the Irvine lima bean farmer for whom Jeffrey Road is named — blocked the project for several years even though it would have directly benefited his own district.

Citrus grower and San Juan Capistrano Chamber of Commerce member Carl Hankey helped break the log jam. It began when he discovered that Jeffrey's wife was a proud descendant of Sgt. José Francisco Ortega. Ortega had been the lead scout for the Portolá Expedition of 1769 and was the first European to see the area. Ortega later went on to help Father Serra establish the California Missions and served as Commandant of the presidios at San Diego, Santa Barbara, Monterey and Loreto. Hankey wrote an article in the Santa Ana Register proposing that the highway be named the Ortega Highway to honor this brave trailblazer.

Jeffrey soon called Hankey to say he'd changed his mind about the highway and excitedly relayed the surprising coincidence of his wife's connection to Ortega.

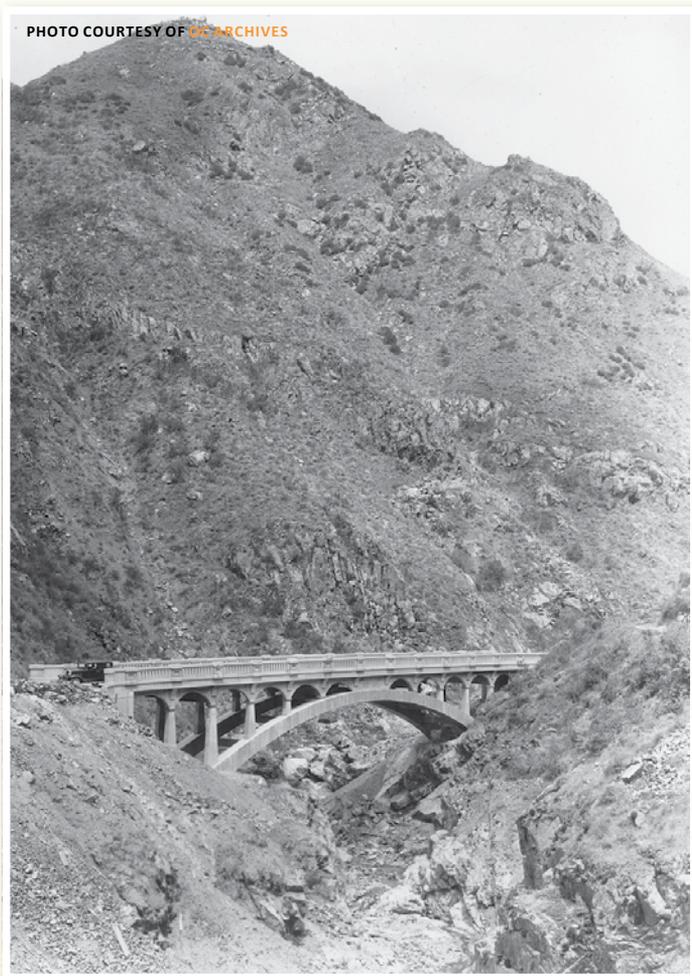
Support from the Riverside Board of Supervisors came when Orange County agreed that any state funds secured for the project would be put toward Riverside's part of the project. Riverside County had rebuilt a 10-mile segment of an older dirt road in 1925, so they already had a head start. But there were still 17 miles of highway yet to be carved out of the raw wilderness.

In late 1929, a joint highway district was formed by Orange County and Riverside leaders at a meeting at the Old Orange County Courthouse. This group then worked in conjunction with the State Highway Commission to see the road realized.

Initial plans anticipated Orange County spending \$300,000, the state spending \$225,000 and Riverside County spending \$150,000. The highway opened to limited traffic in mid-1932, six months ahead of schedule, dedication ceremonies were held in August 1933, and oiling of the road was completed in February 1934. The project came in \$94,000 under budget at \$581,000. In 1934, the completed Ortega Highway was designated State Route 74.

Today, the old Ortega Highway begins at the I-5 Freeway interchange in San Juan Capistrano — right near the Mission, the old cemetery, and the Frank Forster Mansion (1910). From there, it passes first through residential neighborhoods; past the Parra Adobe (1820s) and Harrison House (1906); through Rancho Mission Viejo; past oak groves, San Juan Hot Springs (now part of Caspers Wilderness Park), and the U.S. Forest Service's San Juan Fire Station; across the historic San Juan Creek Bridge, and then up into the Santa Ana Mountains. From there, the highway twists and turns, passing many landmarks, including old Indian camp sites and rock art, a couple of roadhouses, the Ortega Oaks Candy Store, and treacherously steep and curvy areas with names like Ricochet Alley. It winds its way across the Cleveland National Forest and crosses Main Divide Road at an elevation of about 2,700 feet before dropping back down to the western shore of Lake Elsinore.

In recent decades, several proposals have been made



*This photo from 1930 shows a newly completed bridge on the Ortega Highway.*

to cut a highway tunnel under the Santa Ana Mountains, relieving traffic on both the Ortega Highway and the 91 Freeway. But a 2010 analysis by the Riverside-Orange Corridor Authority showed that the cost would be prohibitively high. The concept also faced tremendous pushback from environmental groups who saw a number of dangers, including the potential for the tunnels to act as drains, siphoning water away from the surface and changing the ecosystem of the forest above. There was also the question of what to do with massive quantities of excavated rock and soil.

For now, the 90-year-old Ortega Highway remains the most direct route to the other side of the mountain.

Chris Jepsen is the Assistant Archivist at the Orange County Archives, a function under the office of Clerk-Recorder Hugh Nguyen.

Reach him at [Chris.Jepsen@rec.ocgov.com](mailto:Chris.Jepsen@rec.ocgov.com) or 714-834-4771 if you have questions about the Archives.

## **Prevent Carbon Monoxide Poisoning**

When winter temperatures plummet and home heating systems run for hours, the risk of carbon monoxide poisoning increases. Carbon monoxide is a colorless, odorless, tasteless and poisonous gas created when fuels like natural gas, propane, oil, wood, kerosene and coal are burned. If the ventilation systems for these appliances are blocked or damaged, carbon monoxide can build up and leak into your home. Even a small amount can put you at risk for carbon monoxide poisoning.

Over 400 people die from accidental carbon monoxide poisoning every year in the United States. About 50,000 people in the U.S. visit the emergency department each year due to accidental carbon monoxide poisoning. However, there are steps you can take to help protect yourself and your household from carbon monoxide poisoning.

### **Preventing Carbon Monoxide Poisoning:**

- Always have a functioning carbon monoxide alarm in your home
- Keep all appliances, including boilers and heaters, in good working order
- Never use a gas oven to heat a room
- Never use or test gas-powered tools indoors or in an enclosed space
- Never idle a car in a garage, even if you leave the garage door open

### **Symptoms of Carbon Monoxide Poisoning:**

- Headache and dizziness (usually affecting more than one person in an enclosed area)
- Nausea
- Weakness
- Sleepiness
- Tightness in chest
- Difficulty seeing or visual changes
- Shortness in breath

If you experience any of these symptoms, leave the premises immediately, leaving windows and doors open if possible. Call 9-1-1 once you are out of the vicinity as the gas could cause unconsciousness before you can call for help.

# JOHN ESCUTIA

*Manager - OC Waste & Recycling*

A shot of Crystal Cove State Beach at sunset.

SUBMIT PHOTOS TO [TRAVIS.LARIVIERE@OCGOV.COM](mailto:TRAVIS.LARIVIERE@OCGOV.COM)

# SERVICE AWARDS - January 2020

Recognizing our long-serving employees and their years of dedication to the County of Orange

## 45 YEARS

**SOCIAL SERVICES AGENCY**  
SCHWENN, PATRICIA C

## 40 YEARS

**SOCIAL SERVICES AGENCY**  
BROWN, GWENDOLYN

## 35 YEARS

**OC PUBLIC WORKS**  
NESTOR, MARK L

**SHERIFF-CORONER**  
BOWERS, AMBER S

## 30 YEARS

**ASSESSOR**  
BRAGG, KAREN D

**AUDITOR-CONTROLLER**  
VILLASENOR SILVA, MARISELA

**COUNTY EXECUTIVE OFFICE**  
DALNES, ERIC S

**DISTRICT ATTORNEY**  
STUMP, MARIA E

**HEALTH CARE AGENCY**  
ANDRADE, CARLOS R  
ROCHA, GISELLE K  
ROTH, MICHELLE P

**OC PUBLIC WORKS**  
CHANG, LESLIE T  
FALCON, SALVADOR

**OC WASTE & RECYCLING**  
SOUTHERN, JEFFERY S

**PROBATION**  
DYER, LOREE S  
MAI, SANDY-TRUC T  
VALDEZ, LUIS E

**SHERIFF-CORONER**  
AFRICANO, TIMOTHY S  
GOLDSMITH, CRAIG L  
JOHNSTON, JAMES R  
MAYER, DAVID J  
PHILLIPS, CHRISTINE L  
TABATA, SHARON M

## SOCIAL SERVICES AGENCY

CARTER, JAMES D  
CORTEZ GOMEZ, JANET  
CORTEZ, VIANEY  
FIGUEROA, OLGA  
GARCIA, DAMASO T  
GONZALEZ, ROCIO  
LEWIS, GUILLERMINA G  
MARTINEZ, ANA L  
MASTRUD, SANDRA K  
MCLELLAN, BRIGETTE  
NGUYEN, MAI P  
PEREZ, LAURA E  
RENTERIA, PEDRO  
SANCHEZ, LIDIA F  
WILSON, CYNTHIA D  
ZAMARRIPA, PATRICIA

## 25 YEARS

**SHERIFF-CORONER**  
BEENEY, JOSHUA  
BETANCOURT, JOSE L  
ELMORE, MARISELA  
FETTIS, LISA A  
HOWELL, SEAN A  
JENSEN, GREGORY P  
LONGNECKER, SANDRA L  
MCLAIN, DANIEL H  
PARKS, THEODORE B  
PELOQUIN, GABRIELLE J  
PORRAS, JAMES A  
RAMILLANO, RAFAEL A  
ROSAL, RICKEY A  
SALCEDA, ALEJANDRO R  
WEIDENKELLER, EHREN J

## 20 YEARS

**ASSESSOR**  
KIM, JOHN T

**AUDITOR CONTROLLER**  
VILLANUEVA, PAUL

**CHILD SUPPORT SERVICES**  
OLSEN, VERONICA M  
PULIDO, OLGA O  
RIVERA, CARI A

**HEALTH CARE AGENCY**  
BERARDINO, STACEY  
BILLINGS, DORIS K  
MC CONKEY, TERESA S  
OWEN, MARSHA F  
QUIROZ, GEORGINA M  
RIVERA, MARIA M

**JOHN WAYNE AIRPORT**  
FLORES, RICHARD M

**OC COMMUNITY RESOURCES**  
ARIAZ, RAQUEL L  
BENEDICT, CAROLINE P  
CLEARY, BARBARA J  
EVANS, ROBERT S  
FONSECA, LORETTA  
SEPULVEDA, SYLVIA I

**OC WASTE & RECYCLING**  
RESNICK, RUTH N

**PROBATION**  
CASTANON, JOSE C  
GONZALEZ, SARAH R  
GREEN, KATHLEEN  
PALMQUIST, JENNIFER C  
SANTILLAN, JENNIFER L

**SHERIFF CORONER**  
BRICE, JEREMY G  
BYRD, CLINTON R  
CAMPANO, DELIA F  
CAMPBELL, JEREMY F  
DORJEE, TENPA  
FEELY, TROY M  
GARCIA, MANUEL  
GILBERT, RHETT J  
GUZMAN, AMELIA  
LEUNG, YUMI L  
LIZARDI, SERGIO R  
MARQUEZ, JORGE F  
MCFATRIDGE, AARON D  
PEREZ, JOHNNY J  
RAMIREZ, ANTONIO J  
ROGERS, DONALD L  
TRAN, PAULINE C  
TRUONG, TRONG-TUONG D  
WILLIAMS, JAYMI S

**SOCIAL SERVICES AGENCY**  
BOWMAN, GERLYN G  
ENCARNACION, NANCY  
MASINI, CHRISTINA Y  
NGO, LYNN  
PANTIRU, PAMELA J  
RODRIGUEZ ZIKOOR,  
ANGELICA  
RODRIGUEZ, MARY R  
SANTHON, SHANNON M  
VALDIVIESO, GABRIELA V

If you would like to have your name not printed in the Service Awards section, email [ceocom@ocgov.com](mailto:ceocom@ocgov.com). If you believe there has been an error or omission in reporting your years of service, please email [HRDataPortal@ocgov.com](mailto:HRDataPortal@ocgov.com).

To view the January list in its entirety, which also includes recipients of 5-, 10-, 15-year Service Awards, please click [here](#).

# CAREER PAGES

AVAILABLE JOB OPPORTUNITIES  
AT THE COUNTY OF ORANGE

See below for this month's highlighted career opportunities with the County. Please check out the County's website at [www.ocgov.com/jobs](http://www.ocgov.com/jobs) for details on all current opportunities or follow us on social media.



Dates included below refer to closing deadlines as of publication date. Please refer to the job announcement for specific details.

## OPPORTUNITY AWAITS

*Don't miss these career opportunities*

### OPEN NOW

Asset/Finance Specialist - ASAP

Sr. Research Analyst - ASAP

Scanning & Inserting Assistant/Extra Help - ASAP

Vote Center Customer Service Representative /Bilingual Chinese, Korean, Spanish, Vietnamese-Extra Help - ASAP

Older Adult Services Peer Support Specialist - ASAP

Director of Care Coordination (Administrative Manager III Specialty) – 01/21/2020

IT Systems Technician I/Extra Help - ASAP

Customer Service Representative/Phone Bank-Extra Help – ASAP

### PROMOTIONAL

Sheriff's Records Supervisor – ASAP

Be sure to check the website often for any career opportunities that may be listed!

# EVENTS CALENDAR - JANUARY 2020

Check out these County events scheduled for January and for details on these and other events, visit the [OC Events](#) Calendar online!

			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
			Mental Health Planning Meeting <i>Health Care Agency</i>			
<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>
<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>
			Mental Health General Meeting <i>Health Care Agency</i>			
<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>
<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>	



# EVENTS IN ORANGE COUNTY

## JANUARY 2020-MARCH 2020

### JANUARY

	1	2	3	4		
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### FEBRUARY

						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

### MARCH

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

#### JANUARY 11

##### **Extreme Cardio Hike: Fremont Run and Hike Loop**

6:30 a.m. – 11:00 a.m.

<https://letsgooutside.org/activities/2020/01/11/extreme-cardio-hike-fremont-run-and-hike-loop-2/>

Irvine Ranch Open Space  
- Fremont Canyon Nature Preserve –  
Staging Area Lot P – Irvine Regional Park



#### JANUARY 18

##### **Craft Table – Laguna Beach Library**

<http://www.ocpl.org/calendar>

Laguna Beach Library  
363 Glenneyre St,  
Laguna Beach, CA 92651

#### JANUARY 30

##### **OCIT Open House**

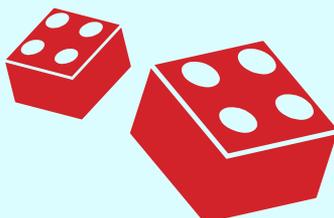
1:00 – 4:00

1300 South Grand Building B and at the  
Data Center  
at 1400 S. Grand

#### JANUARY 31

**County Employees wear their Favorite Super Bowl Team Jersey or team colors.**

*\*Subject to Department Approval\**



#### FEBRUARY 23

##### **Lego Club – Garden Grove Main Library**

2:00 – 3:00

<http://www.ocpl.org/calendar>

Garden Grove Main  
11200 Stanford Ave., Garden Grove, CA  
92840



#### FEBRUARY 29

##### **Fitness with Frank**

Time and Location  
TBD



#### MARCH 23

##### **Toddler Storytime**

##### **Cypress OC Public Libraries**

9:30 a.m. – 10:00 a.m.

<http://www.ocpl.org/calendar>

Cypress Library  
5331 Orange Ave. Cypress, CA 90630



#### MARCH 23

##### **ESL Class**

##### **Foothill Ranch – OC Public Libraries**

10:00 a.m.– 2:00 p.m.

<http://www.ocpl.org/calendar>

Foothill Ranch Library  
27002 Cabriole, Foothill Ranch, CA 92610

# COUNTY OF ORANGE MISSION STATEMENT

MAKING ORANGE COUNTY A  
safe, healthy, and fulfilling place to  
**LIVE, WORK, AND PLAY,**  
TODAY AND FOR GENERATIONS TO COME,  
by providing outstanding, cost-effective  
**REGIONAL PUBLIC SERVICES.**



THANK YOU FOR READING

# COUNTY CONNECTION

## *CONNECT WITH US ON SOCIAL MEDIA*



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On **Facebook** at [www.Facebook.com/OCGov](http://www.Facebook.com/OCGov)



On **Instagram** at [www.Instagram.com/OCGov](http://www.Instagram.com/OCGov)

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